

FIG - 1

FIG - 4

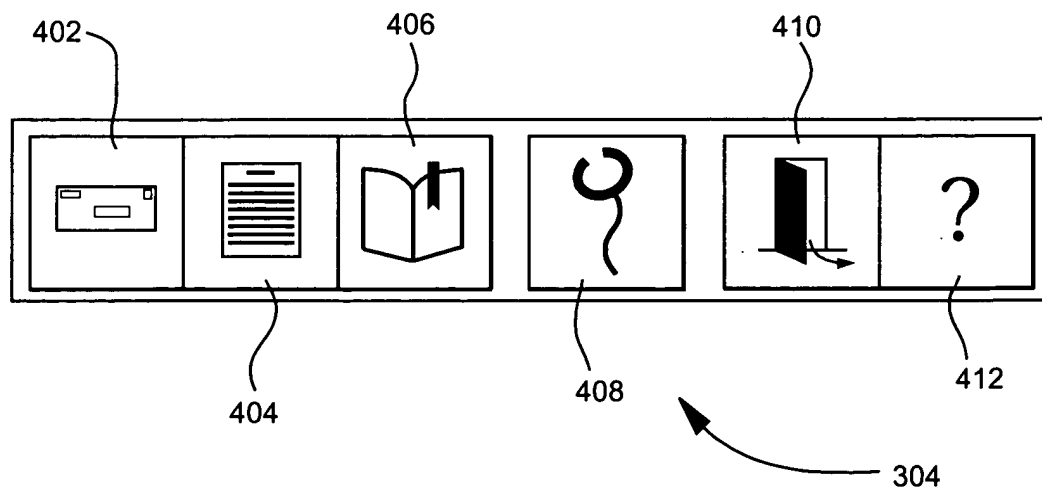
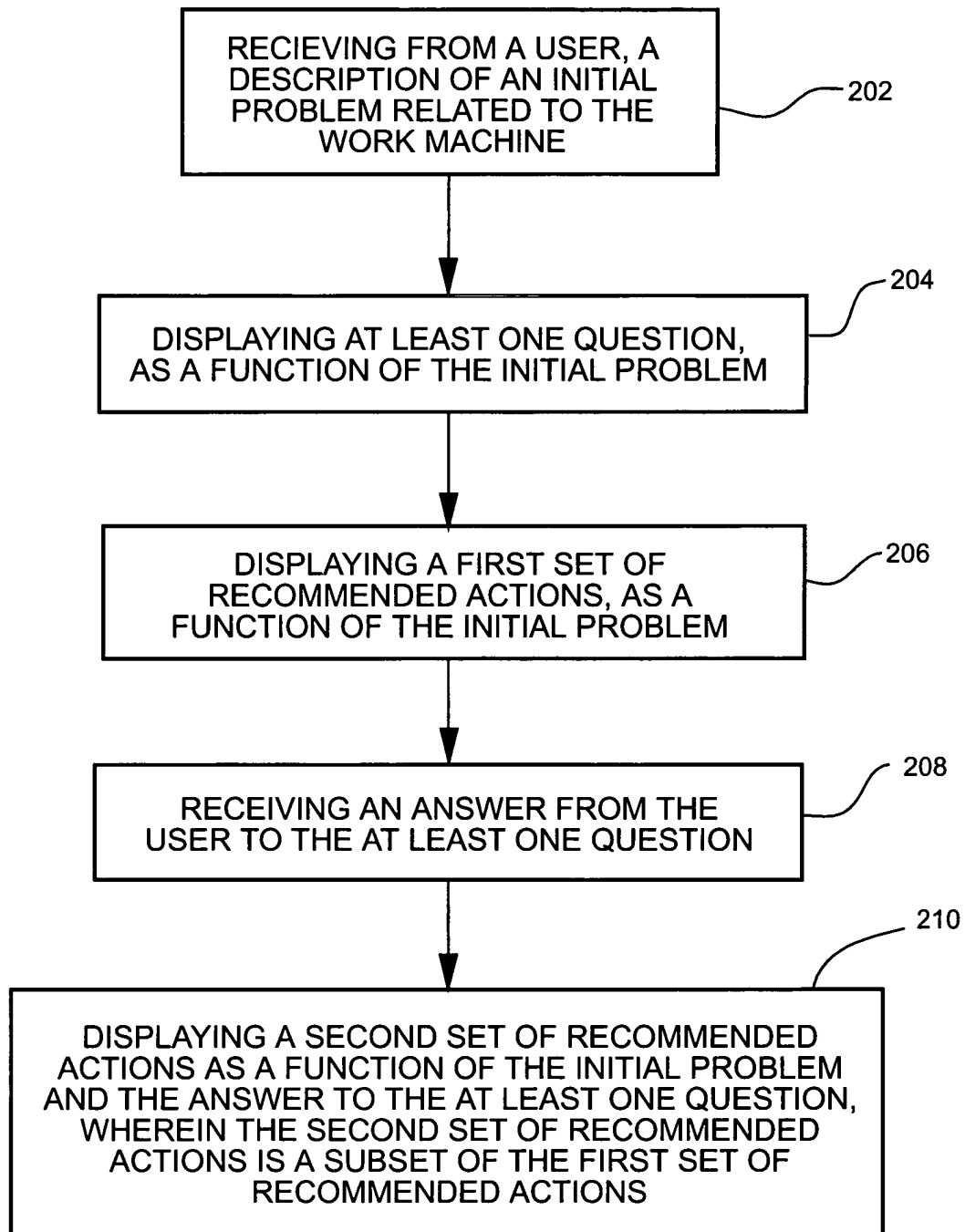


FIG - 2

200



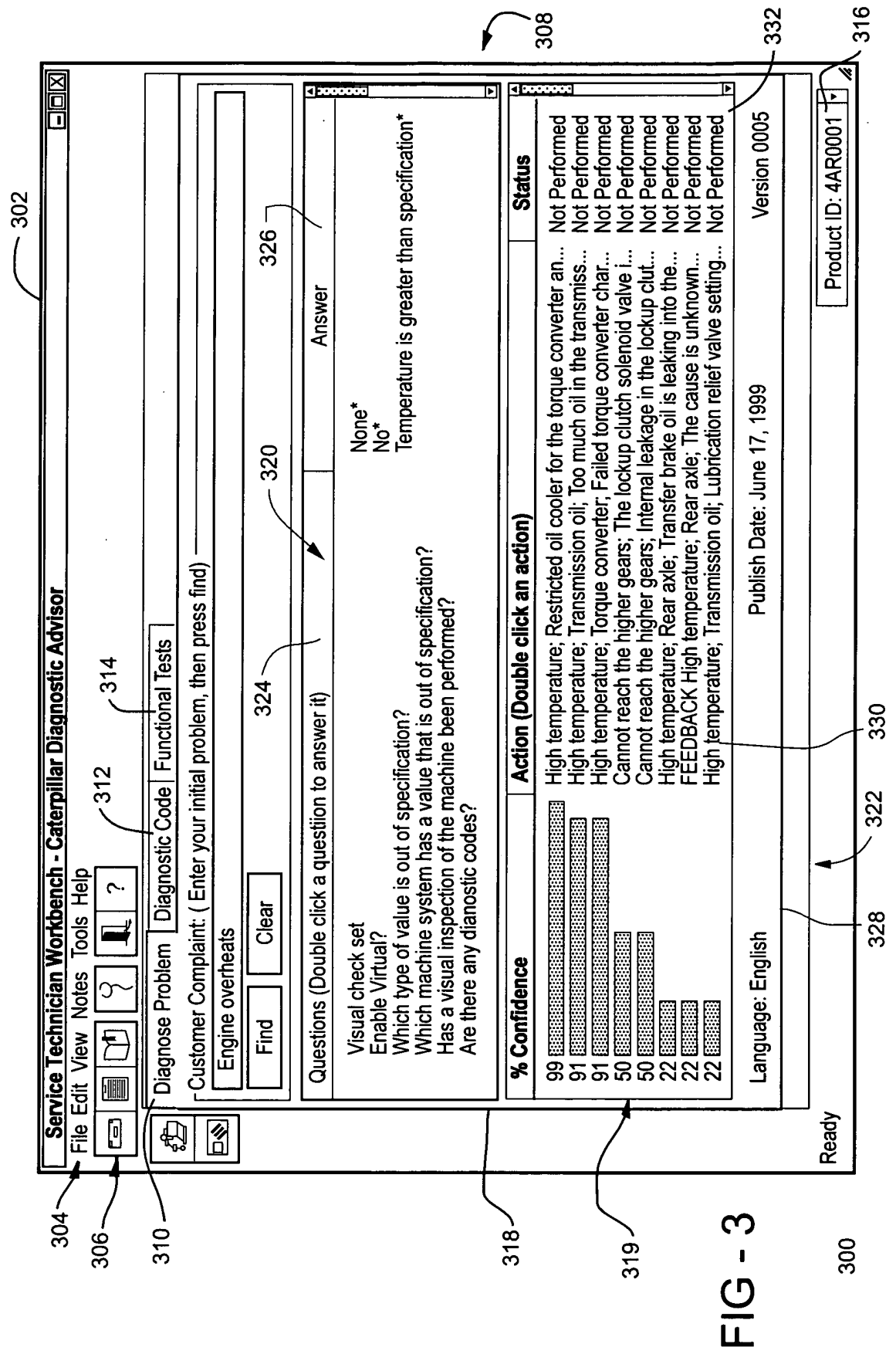


FIG - 3

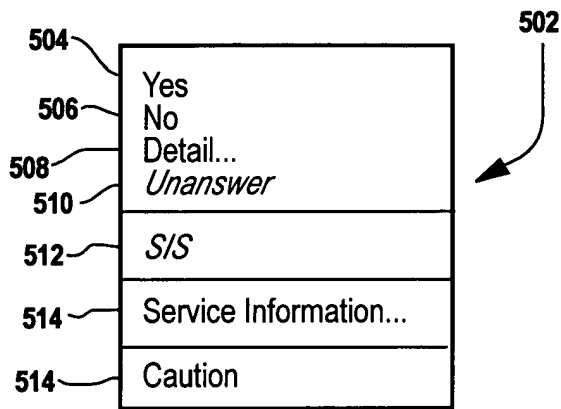


FIG - 5

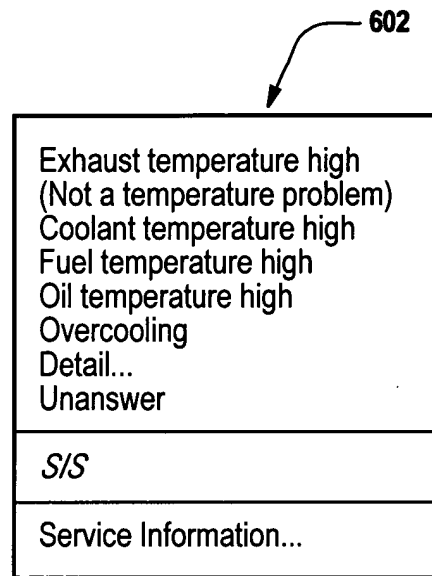


FIG - 6

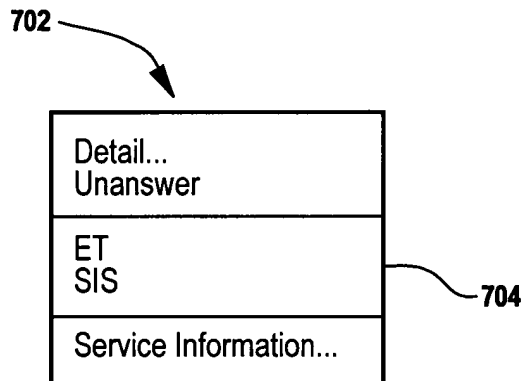


FIG - 7

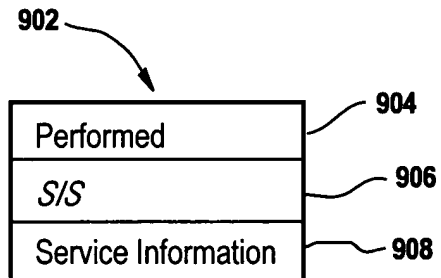


FIG - 9

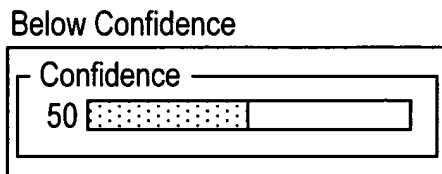


FIG - 10A

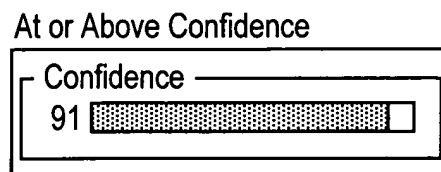


FIG - 10B

X

Question Detail

Question

Clean and inspect the fuel pressure regulator. Does this correct the original problem?

Service Information

1114

1106

1104

1110

1108

1116

1118

1102

Answer

Yes

No

Delete Answer

Measurements

Start

Stop

| Description | Value | Units |
|---------------------------|-------|-----------|
| Hydraulic Oil Temperature | 227 | Degrees F |

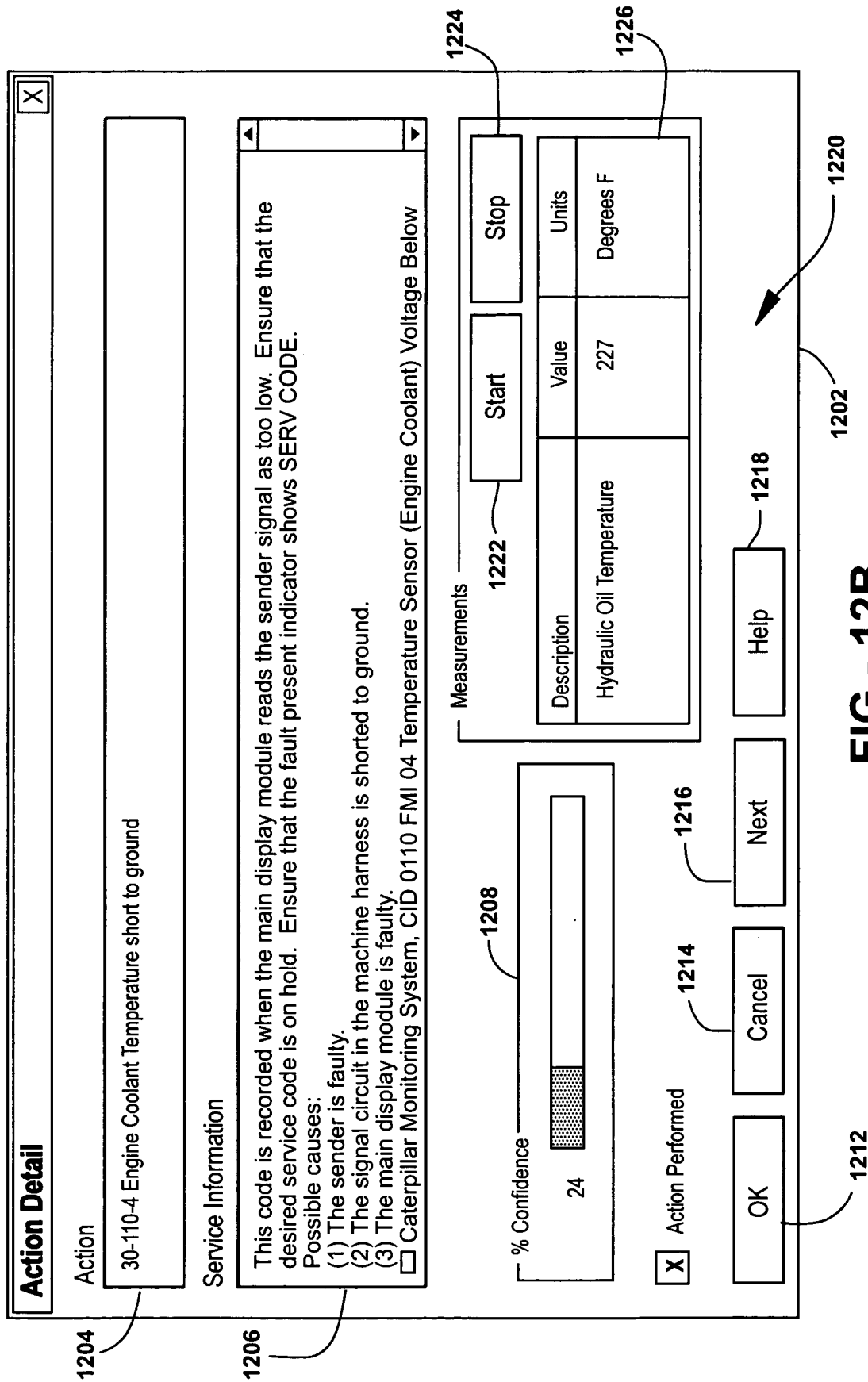
OK

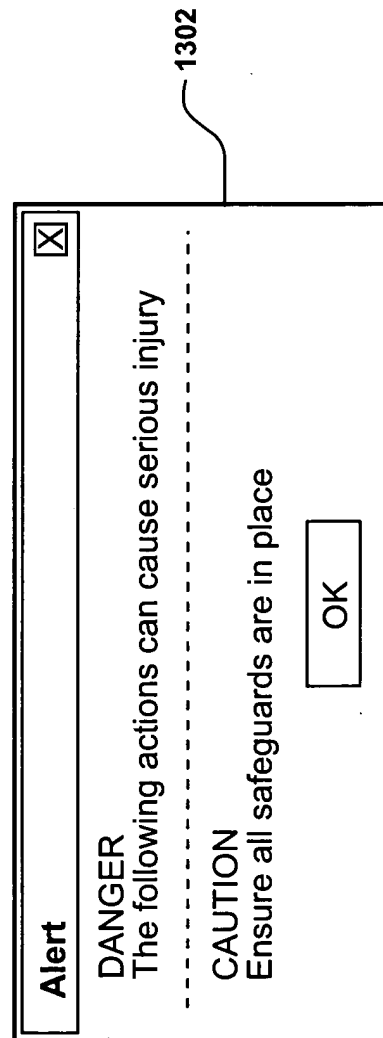
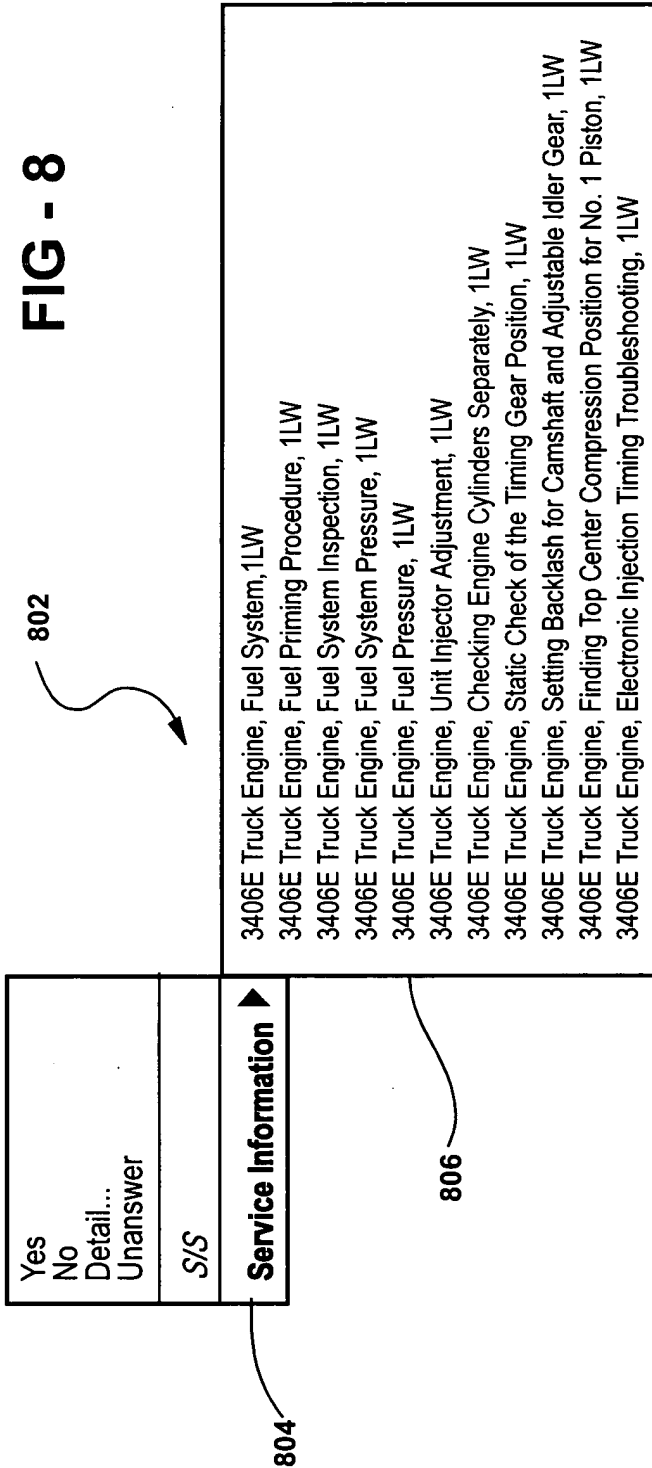
Cancel

Next

Help

FIG - 11





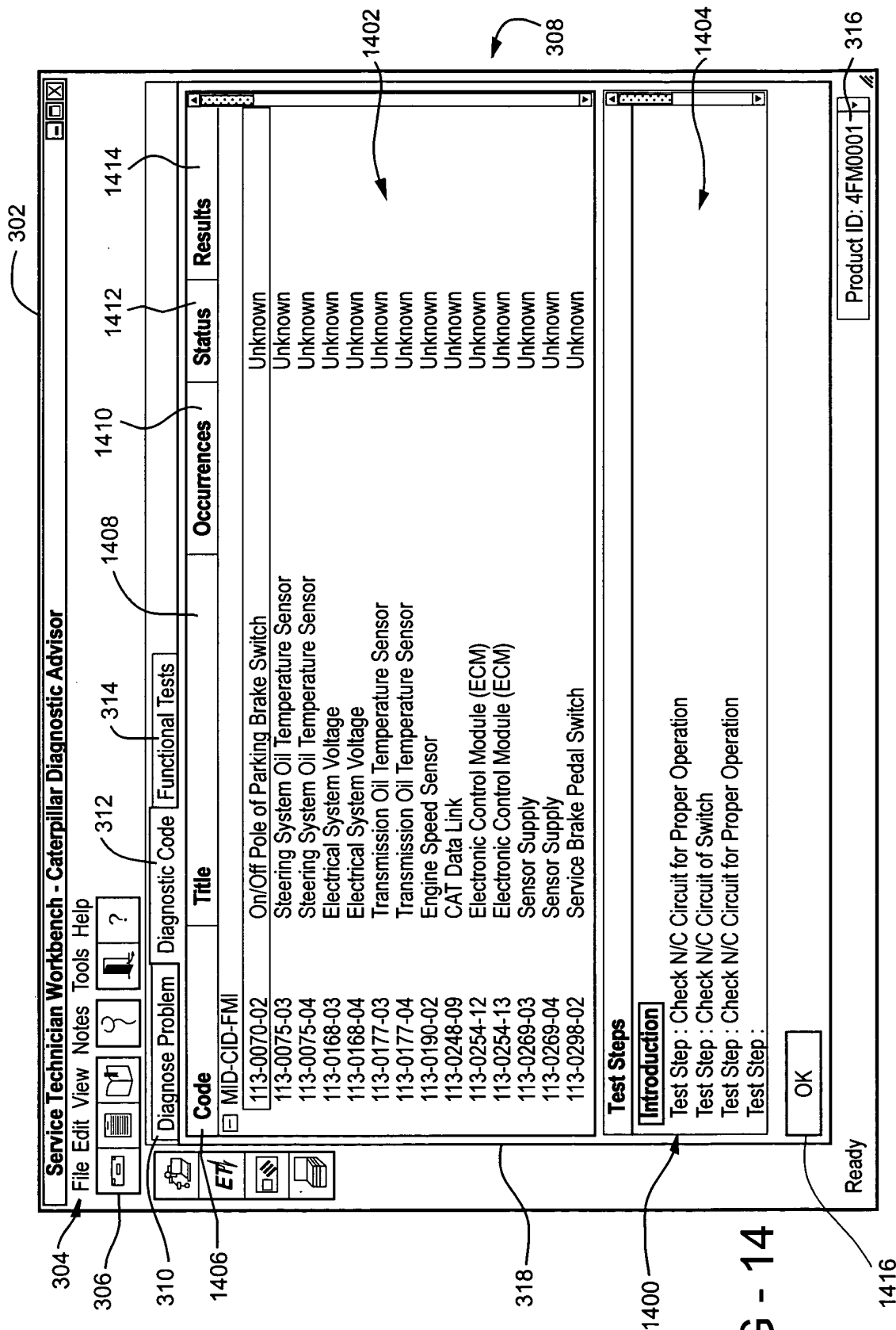


FIG - 14

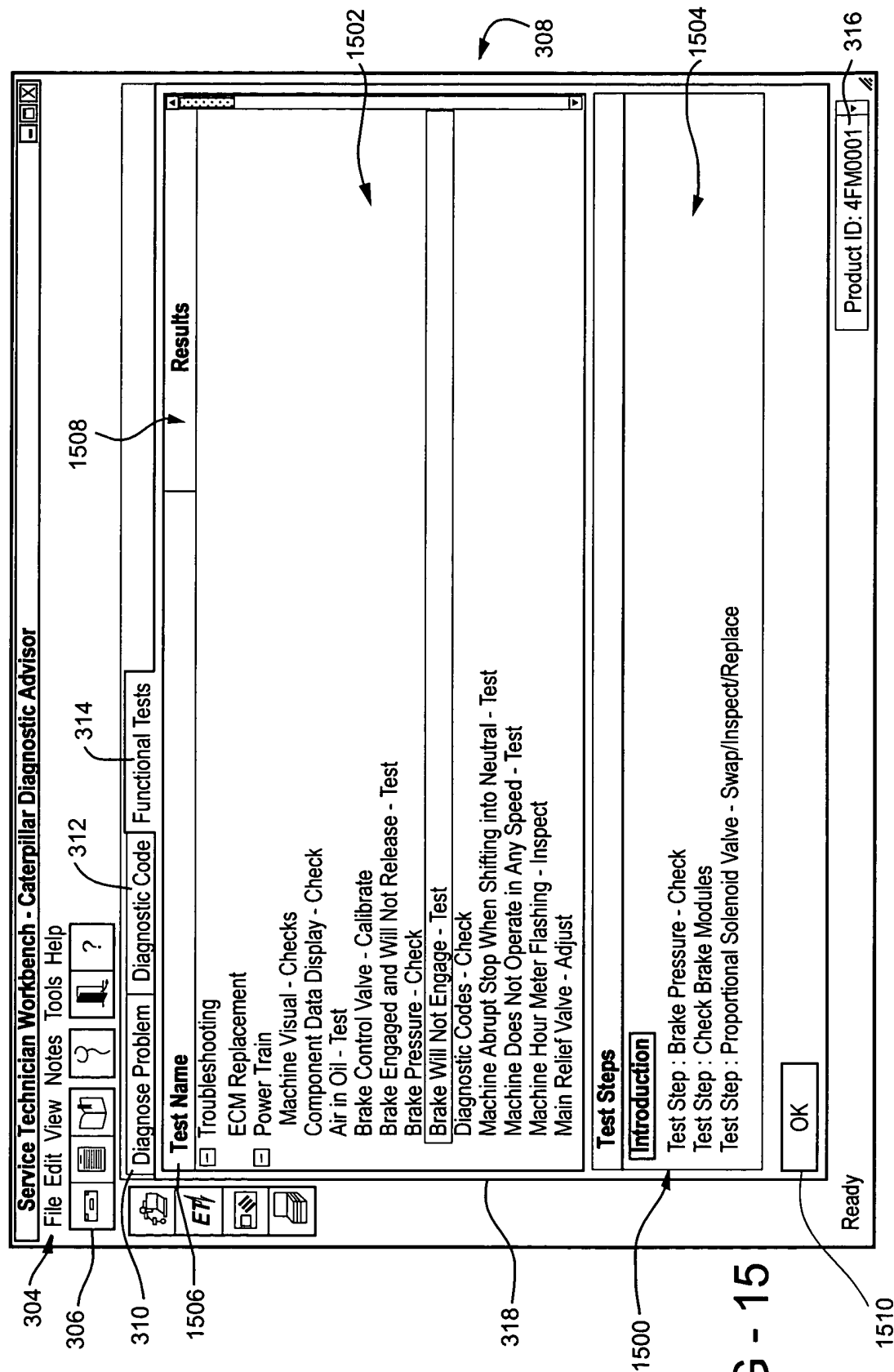


FIG - 15

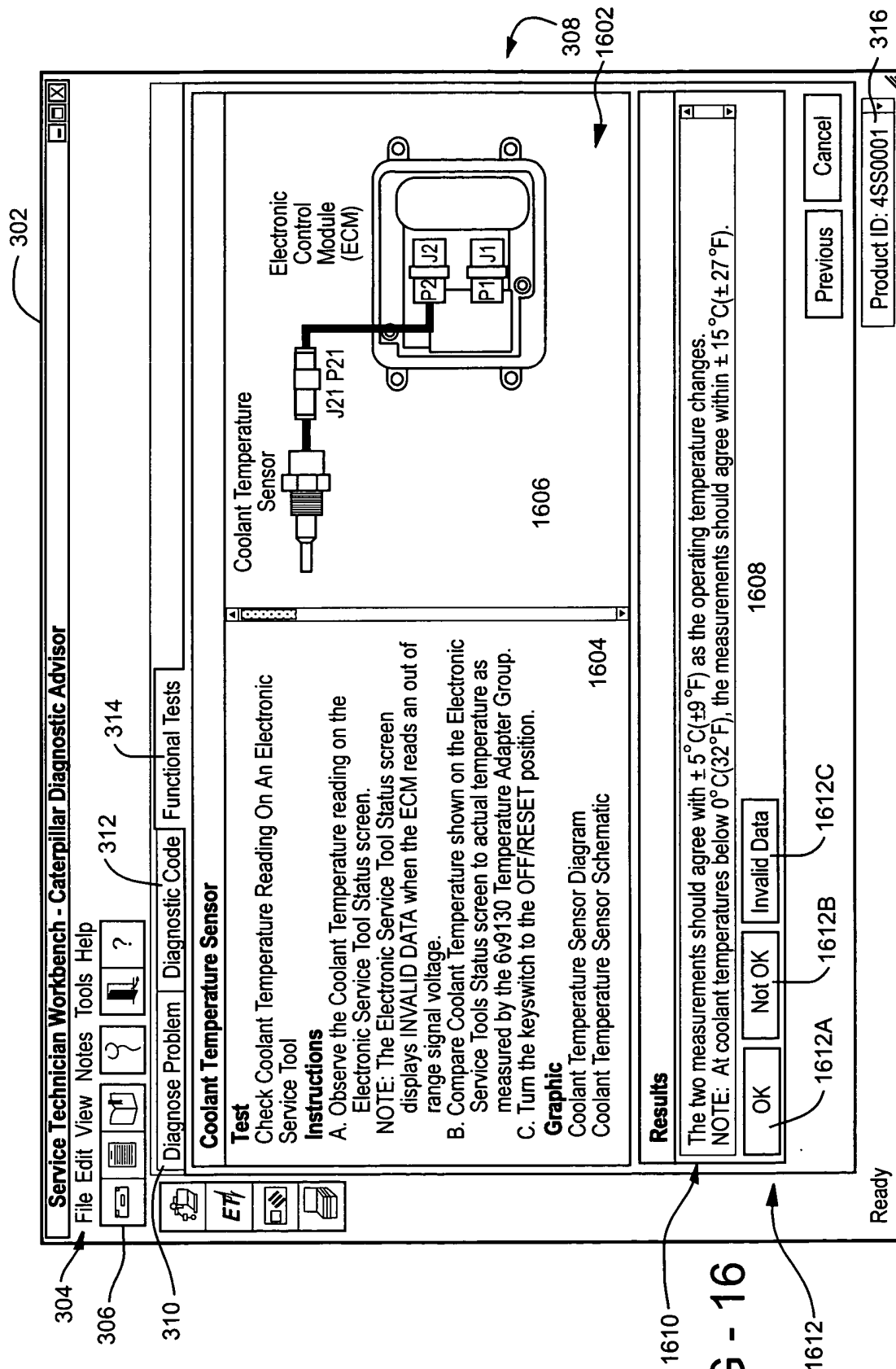


FIG - 16

Service Technician Workbench - Caterpillar Diagnostic Advisor

File Edit View Notes Tools Help

Diagnose Problem

Diagnostic Code

Functional Tests

Report

1702

Caterpillar Inc.

Diagnostic Detailed Report

1704

Dealership:

Customer:

Employee:

Work Order:

Service Date:

Serial Number:

Model:

Service Meter Units:

Dealer Code - Dealer Name

bob

test- Full Name (STW PILOT 3)

09/13/1999

2KR

980G WHEEL LOADER

0.000000

Description

Engine won't crank

Questions

Answers

Description search tool active

Yes*

Print

Save

Refresh

Ready

Product ID: 2KR0001

FIG - 17

FIG. 18 is a schematic diagram of a computer screen 1800 displaying a "Create New Report" window 1802. The window 1802 includes a title bar 1804 with a close button (X). The window is divided into several sections. The top section is labeled "Customer" and contains a text input field for "Name:" and a text input field for "Code:". Below this is a section labeled "Customer Complaint" which contains a large text area with the text "Engine won't crank". The bottom section is labeled "Service Meter Units:" and contains several input fields: "ET Detected:" (text input), "Manually Entered:" (text input with "0.000"), "Work Order:" (text input), and "Arrangement Number:" (text input with "test"). To the right of these fields are three buttons: "Create Report", "Cancel", and "Help". A legend at the bottom left indicates "* - required".

Create New Report

Customer

* Name:

Code:

Customer Complaint

Engine won't crank

Employee Name :

Full Name

Employee ID :

test

Service Date :

9/13/1999

Service Meter Units:

ET Detected:

Manually Entered:

0.000

Work Order:

* - required

Arrangement Number:

test

Create Report

Cancel

Help

FIG - 18

1802

1804

Feedback Form

Please type in the following information to submit your improvement ideas:

Submitter

Name

Telephone

☐ Service Technician
 ☐ Service Planner
 ☐ Other- please specify

Did this diagnostic session solve your problem?

☐ Yes
 ☐ No
 ☐ Provided partial solution

Diagnostics allowed me to quickly and accurately identify and repair the root cause of the problem

☐ Strongly Agree
 ☐ Agree
 ☐ Neither
 ☐ Disagree
 ☐ Strongly Disagree

Next time I have a problem, I will use this system

☐ Yes
 ☐ No
 ☐ I don't know

Initial problem description

engine temperature

Describe the root cause

Additional tests performed and results

Describe the repair made

Additional feedback / suggestions

* - Required

OK

Cancel

Clear

FIG - 19 1902

FIG - 20